

## ELIGIBILITY WORKER - ANSWER KEY

### SECTION 1

#### READING AND UNDERSTANDING WRITTEN MATERIALS

1. (D) Since manufacturers are assuming risks in attempting to predict what consumers will want, their success depends on the ultimate purchases made by the consumers.
2. (A) Humans migrate to various climates and make adjustments to the food supply in each climate; obviously the means by which they supply their needs are varied.
3. (B) The paragraph presents the problems of fire in fire-resistant buildings. It suggests that the contents of the buildings may burn even though the structural materials themselves do not, and the ensuing fire may even cause the collapse of the buildings. The paragraph does not compare the problem of fire in fire-resistant buildings with that of fire in ordinary buildings.
4. (C) The search for truth has speeded the progress of civilization. Choice B is incorrect in its statement that “civilization did not begin until . . . .” Civilization moved ahead slowly even before restrictions on learning were removed.
5. (B) **Strident** means *grating* or *harsh-sounding*.  
  
The sergeant barked out the orders in strident tones.
6. (C) To **confine** is to *limit* or to *restrict*.  
  
If the child’s illness is contagious, we must confine him to his home.
7. (D) To **accentuate** is to *stress*, *emphasize*, or *intensify*.  
  
Life is more pleasant when those we deal with accentuate the positive.
8. (D) **Banal** means *insipid* or *commonplace*.  
  
His commentary was so banal that I had to stifle many yawns.

9. (A) **Vigilant** means *alert or watchful*.

A worker must remain vigilant to avoid accidents on the job.

10. (A) **Incidental** means *happening in connection with something else or casual*.

Having the windshield washed is incidental to filling the gas tank and checking the oil.

SAMPLE

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### SECTION 2

#### WRITTEN COMMUNICATION

##### **Grammar**

11. (A) “More preferable” is a redundancy. “Preferable” alone is quite adequate.
12. (C) The compound subject requires the plural form of the verb—constitute.
13. (B) This is an ambiguous statement. Was the judge praised for the fire? Was the clerk praised for the fire? It would be better to say, “The clerk was highly praised for promptly notifying the judge of the fire.”

##### **Punctuation**

14. (B) Sentence is a question. Should end in a question mark.
15. (B) There is no period at the end of the sentence.
16. (A) There should not be a comma after banquet.

##### **Spelling**

17. (B) municipal
18. (C) commission
19. (D) community
20. (D) changing (*rule 4*)

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### SECTION 3

#### BENEFIT CALCULATIONS

21. (C) \$472, see Food Stamp Allotment Tables, Amount of Stamps Plan.
22. (B) \$169, see Food Stamp Allotment Table.
23. (B) \$102, a household of nine (9) with a net income of \$30 would receive \$463. A household of seven (7) with a net income of \$20 would receive \$361. The difference between \$463 and \$361 is \$102.
24. (B) \$53, for each person in excess of 10, add \$53.
25. (B) \$226, a household of four (4) with a net monthly income of \$24 would receive \$226.
26. (A) Number of dependents
27. (A) Canceled, if income is over \$600, not eligible for coupons in the next month, regardless of that month's income.
28. (D) I-IV
29. (D) \$26.35
- |                                                                             |       |
|-----------------------------------------------------------------------------|-------|
| \$10.00 based on LaFollett's earnings of \$346.....                         | (I)   |
| \$16.00 based on 4 dependents, 4x4.....                                     | (II)  |
| <u>\$ 5.00</u> based on 12-year-old (\$1), aunt, and 14-year-old (\$4)..... | (III) |
| \$31.00                                                                     |       |
| x 85%..... (daughter's earnings of \$100).....                              | (IV)  |
| \$26.35                                                                     |       |
30. (C) 65%, household of four (4) with income of \$150.

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### SECTION 4

#### EFFECTIVE INTERVIEWING/INTERPERSONAL COMMUNICATION

31. **(D)** Establish rapport which will encourage better communication and make the interviewee more comfortable.
32. **(B)** Interviewee may become defensive and be less apt to communicate openly.
33. **(C)** Ask co-workers not to meet near your desk. Be direct and honest.
34. **(D)** Approach your co-worker first to point out the consequence of their behavior.
35. **(A)** Do a careful job and pay attention to detail.
36. **(A)** Think of what the caller needs to know. He or she needs to know what agency has been reached and to whom he or she is speaking. Your title is irrelevant.
37. **(A)** A receptionist receives visitors.
38. **(D)** No matter how you approach the co-worker, you are likely to create ill-feeling. Let your supervisor handle this tricky office morale problem.
39. **(C)** Your own work comes first, but you do want to be helpful. Tactfully offer to help out when your own work is completed, and let the supervisor ask for a referral if she needs the information more quickly.
40. **(B)** The supervisor does the assigning and is responsible for having the work done. Let the supervisor know what the problem is.